

Enterprise Incident Report December 2012

As of 1/2/2013

GOED

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
GOED	Application Services	Danielle Hood	0 0	5 0	0 0	5 0
		Dustin Crump	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	2 2	0 0	2 2
		Paul Lundell	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	9 2	0 0	9 2
	Capitol Desktop Support	Chad Poll	0 0	5 4	0 0	5 4
		Kraig Ellis	0 0	1 0	0 0	1 0
		Scott Wunderlich	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 4	0 0	7 4
	Help Desk	James Stearns	0 0	1 1	0 0	1 1
		Julie VanBeekum	0 0	3 3	0 0	3 3

Enterprise Incident Report December 2012

As of 1/2/2013

GOED

			High	Low	Medium	FCR Total
GOED	Help Desk	Vicky Marrelli	0	2	0	2
			0	2	0	2
		Assigned to Individual Total	0	6	0	6
			0	6	0	6
	Metro A Help Desk	Ed Conrad	0	1	0	1
			0	1	0	1
		Liz Evans	0	2	0	2
			0	2	0	2
		Assigned to Individual Total	0	3	0	3
			0	3	0	3
	Metro A Hosting	Timothy Gendorf	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Technical Lead/Project Manager	Danielle Hood	0	0	1	1
			0	0	0	0
		Martin Gonzalez	1	1	0	2
			1	1	0	2
		Paul Lundell	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	1	2	1	4
			1	1	0	2
	Voice Operations	Gail Christiansen	0	1	0	1
			0	0	0	0
		Kelly Johnson	0	1	1	2
			0	0	0	0
		Assigned to Individual Total	0	2	1	3
			0	0	0	0

Enterprise Incident Report December 2012

As of 1/2/2013

GOED

		High	Low	Medium	FCR Total
GOED	Assigned Group Total	1	30	2	33
		1	16	0	17
Customer Company Total		1	30	2	33
		1	16	0	17

Enterprise Incident Report December 2012

As of 1/2/2013

GOED

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
GOED	Application Services	Danielle Hood	0 0	5 3	0 0	5 3
		Dustin Crump	0 0	1 1	0 0	1 1
		Martin Gonzalez	0 0	2 2	0 0	2 2
		Paul Lundell	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	9 6	0 0	9 6
	Capitol Desktop Support	Chad Poll	0 0	5 0	0 0	5 0
		Kraig Ellis	0 0	1 0	0 0	1 0
		Scott Wunderlich	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Help Desk	James Stearns	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	3 0	0 0	3 0

Enterprise Incident Report December 2012

As of 1/2/2013

GOED

			High	Low	Medium	MIR Total
GOED	Help Desk	Vicky Marrelli	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Metro A Help Desk	Ed Conrad	0 0	1 0	0 0	1 0
		Liz Evans	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro A Hosting	Timothy Gendorf	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Lead/Project Manager	Danielle Hood	0 0	0 0	1 0	1 0
		Martin Gonzalez	1 0	1 1	0 0	2 1
		Paul Lundell	0 0	1 0	0 0	1 0
		Assigned to Individual Total	1 0	2 1	1 0	4 1
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	1 0	1 0	2 0
		Assigned to Individual Total	0 0	2 0	1 0	3 0

Enterprise Incident Report December 2012

As of 1/2/2013

GOED

		High	Low	Medium	MIR Total
GOED	Assigned Group Total	1 0	30 7	2 0	33 7
Customer Company Total		1 0	30 7	2 0	33 7

Enterprise Incident Report December 2012

As of 1/2/2013

GOED

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
GOED	Application Services	Danielle Hood	0 0.00	5 21.04	0 0.00	5 21.04
		Dustin Crump	0 0.00	1 75.01	0 0.00	1 75.01
		Martin Gonzalez	0 0.00	2 49.28	0 0.00	2 49.28
		Paul Lundell	0 0.00	1 0.29	0 0.00	1 0.29
		Assigned to Individual Total	0 0.00	9 31.01	0 0.00	9 31.01
	Capitol Desktop Support	Chad Poll	0 0.00	5 0.04	0 0.00	5 0.04
		Kraig Ellis	0 0.00	1 0.27	0 0.00	1 0.27
		Scott Wunderlich	0 0.00	1 0.13	0 0.00	1 0.13
		Assigned to Individual Total	0 0.00	7 0.09	0 0.00	7 0.09
	Help Desk	James Stearns	0 0.00	1 0.00	0 0.00	1 0.00

Enterprise Incident Report December 2012

As of 1/2/2013

GOED

			High	Low	Medium	ATTIR Total
GOED	Help Desk	Julie VanBeekum	0 0.00	3 0.14	0 0.00	3 0.14
		Vicky Marrelli	0 0.00	2 0.05	0 0.00	2 0.05
		Assigned to Individual Total	0 0.00	6 0.09	0 0.00	6 0.09
	Metro A Help Desk	Ed Conrad	0 0.00	1 0.00	0 0.00	1 0.00
		Liz Evans	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Metro A Hosting	Timothy Gendorf	0 0.00	1 0.59	0 0.00	1 0.59
		Assigned to Individual Total	0 0.00	1 0.59	0 0.00	1 0.59
	Technical Lead/Project Manager	Danielle Hood	0 0.00	0 0.00	1 0.00	1 0.00
		Martin Gonzalez	1 0.42	1 35.46	0 0.00	2 17.94
		Paul Lundell	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.42	2 17.73	1 0.00	4 8.97
	Voice Operations	Gail Christiansen	0 0.00	1 0.29	0 0.00	1 0.29
		Kelly Johnson	0 0.00	1 0.44	1 0.07	2 0.25

Enterprise Incident Report December 2012

As of 1/2/2013

GOED

			High	Low	Medium	ATTIR Total
GOED	Voice Operations	Assigned to Individual Total	0 0.00	2 0.37	1 0.07	3 0.27
	Assigned Group Total		1 0.42	30 10.57	2 0.03	33 9.62
Customer Company Total			1 0.42	30 10.57	2 0.03	33 9.62

Enterprise Incident Report December 2012

As of 1/2/2013

GOED

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
GOED	Application Services	Danielle Hood	0 0	5 4	0 0	5 4
		Dustin Crump	0 0	1 1	0 0	1 1
		Martin Gonzalez	0 0	2 2	0 0	2 2
		Paul Lundell	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	9 7	0 0	9 7
	Capitol Desktop Support	Chad Poll	0 0	5 0	0 0	5 0
		Kraig Ellis	0 0	1 0	0 0	1 0
		Scott Wunderlich	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Help Desk	James Stearns	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	3 0	0 0	3 0

Enterprise Incident Report December 2012

As of 1/2/2013

GOED

			High	Low	Medium	MR Total
GOED	Help Desk	Vicky Marrelli	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Metro A Help Desk	Ed Conrad	0 0	1 0	0 0	1 0
		Liz Evans	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro A Hosting	Timothy Gendorf	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Lead/Project Manager	Danielle Hood	0 0	0 0	1 1	1 1
		Martin Gonzalez	1 1	1 1	0 0	2 2
		Paul Lundell	0 0	1 0	0 0	1 0
		Assigned to Individual Total	1 1	2 1	1 1	4 3
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	1 0	1 0	2 0
		Assigned to Individual Total	0 0	2 0	1 0	3 0

Enterprise Incident Report December 2012

As of 1/2/2013

GOED

		High	Low	Medium	MR Total
GOED	Assigned Group Total	1 1	30 8	2 1	33 10
Customer Company Total		1 1	30 8	2 1	33 10

Enterprise Incident Report December 2012

As of 1/2/2013

GOED

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
GOED	Application Services	Danielle Hood	0 0.00	5 34.83	0 0.00	5 34.83
		Dustin Crump	0 0.00	1 75.01	0 0.00	1 75.01
		Martin Gonzalez	0 0.00	2 70.95	0 0.00	2 70.95
		Paul Lundell	0 0.00	1 0.29	0 0.00	1 0.29
		Assigned to Individual Total	0 0.00	9 43.48	0 0.00	9 43.48
	Capitol Desktop Support	Chad Poll	0 0.00	5 0.04	0 0.00	5 0.04
		Kraig Ellis	0 0.00	1 3.95	0 0.00	1 3.95
		Scott Wunderlich	0 0.00	1 4.92	0 0.00	1 4.92
		Assigned to Individual Total	0 0.00	7 1.30	0 0.00	7 1.30
	Help Desk	James Stearns	0 0.00	1 0.00	0 0.00	1 0.00

Enterprise Incident Report December 2012

As of 1/2/2013

GOED

			High	Low	Medium	ATTR Total
GOED	Help Desk	Julie VanBeekum	0 0.00	3 0.80	0 0.00	3 0.80
		Vicky Marrelli	0 0.00	2 0.05	0 0.00	2 0.05
		Assigned to Individual Total	0 0.00	6 0.42	0 0.00	6 0.42
	Metro A Help Desk	Ed Conrad	0 0.00	1 0.00	0 0.00	1 0.00
		Liz Evans	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Metro A Hosting	Timothy Gendorf	0 0.00	1 0.77	0 0.00	1 0.77
		Assigned to Individual Total	0 0.00	1 0.77	0 0.00	1 0.77
	Technical Lead/Project Manager	Danielle Hood	0 0.00	0 0.00	1 238.61	1 238.61
		Martin Gonzalez	1 24.23	1 35.48	0 0.00	2 29.85
		Paul Lundell	0 0.00	1 0.36	0 0.00	1 0.36
		Assigned to Individual Total	1 24.23	2 17.92	1 238.61	4 74.67
	Voice Operations	Gail Christiansen	0 0.00	1 0.29	0 0.00	1 0.29
		Kelly Johnson	0 0.00	1 0.44	1 0.66	2 0.55

Enterprise Incident Report December 2012

As of 1/2/2013

GOED

			High	Low	Medium	ATTR Total
GOED	Voice Operations	Assigned to Individual Total	0 0.00	2 0.37	1 0.66	3 0.46
	Assigned Group Total		1 24.23	30 14.68	2 119.64	33 21.33
Customer Company Total			1 24.23	30 14.68	2 119.64	33 21.33

Enterprise Incident Report December 2012

As of 1/2/2013

GOED

Detail

INC000000610215	Suzanne Redington Technical Lead/Project Manager	Application Danielle Hood	None GOED	Gmail Medium	Resolved	TIR Missed: No TTR Missed: Yes	0.00 238.61
INC000000610228	Suzanne Redington Technical Lead/Project Manager	Application Martin Gonzalez	None GOED	Gmail High	Closed	TIR Missed: No TTR Missed: Yes	0.42 24.23
INC000000610612	Jonnie Wilkinson Application Services	Mobile Devices Danielle Hood	Error GOED	Droid Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 8.24
INC000000612604	Alisha Johnson Application Services	Application Martin Gonzalez	Error GOED	Gmail Low	Resolved	TIR Missed: Yes TTR Missed: Yes	7.55 50.88
INC000000613325	Ricky Flores Application Services	Application Danielle Hood	None GOED	Gmail Low	Closed	TIR Missed: Yes TTR Missed: Yes	62.70 62.70
INC000000613466	Robbin Williams Application Services	None Danielle Hood	None GOED	Gmail Low	Closed	TIR Missed: Yes TTR Missed: Yes	1.06 60.95
INC000000616690	Mimi Davis-Taylor Technical Lead/Project Manager	Application Paul Lundell	Error GOED	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.36
INC000000617097	Derek Mellus Application Services	None Danielle Hood	None GOED	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	41.37 41.37
INC000000617934	Mimi Davis-Taylor Application Services	Application Dustin Crump	None GOED	Gmail Low	Closed	TIR Missed: Yes TTR Missed: Yes	75.01 75.01
INC000000618986	Adam MacKay Voice Operations	Telecom Kelly Johnson	Voice Mail GOED	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.44 0.44
INC000000619245	Patricia Keith Help Desk	Application Julie VanBeekum	Error GOED	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.01 1.80
INC000000621257	Barbara Bloedorn Technical Lead/Project Manager	Application Martin Gonzalez	Error GOED	Gmail Low	Resolved	TIR Missed: Yes TTR Missed: Yes	35.46 35.48
INC000000621551	Chad Davis Help Desk	Application Julie VanBeekum	None GOED	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.42 0.62
INC000000621568	Chuck Spence Capitol Desktop Support	None Kraig Ellis	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	0.27 3.95
INC000000621665	Chad Davis Metro A Hosting	None Timothy Gendorf	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	0.59 0.77
INC000000621818	Chad Davis Application Services	Application Martin Gonzalez	None GOED	Gmail Low	Resolved	TIR Missed: Yes TTR Missed: Yes	91.01 91.01

Enterprise Incident Report December 2012

As of 1/2/2013

GOED

INC000000622776	Jill Goodmansen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	GOED	Low Closed	TTR Missed: No	0.00
INC000000623310	Sharon Cox	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	GOED	Low Closed	TTR Missed: No	0.00
INC000000624173	Barbara Bloedorn	Application	None	Gmail	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	GOED	Low Closed	TTR Missed: No	0.00
INC000000624629	Chad Davis	None	None	None	TIR Missed: No	0.08
	Application Services	Danielle Hood	GOED	Low Closed	TTR Missed: No	0.91
INC000000624632	Chad Davis	None	None	None	TIR Missed: No	0.10
	Help Desk	Vicky Marrelli	GOED	Low Closed	TTR Missed: No	0.11
INC000000624665	Sharon Cox	Telecom	Voice Mail	Telephone	TIR Missed: No	0.07
	Voice Operations	Kelly Johnson	GOED	Medium Closed	TTR Missed: No	0.66
INC000000625022	Franz Kolb	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	GOED	Low Closed	TTR Missed: No	0.00
INC000000625544	Fred Lange	Telecom	Voice Mail	Telephone	TIR Missed: No	0.29
	Voice Operations	Gail Christiansen	GOED	Low Closed	TTR Missed: No	0.29
INC000000625604	Myrna Hill	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	GOED	Low Closed	TTR Missed: No	0.00
INC000000626160	Peter Ashcroft	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	GOED	Low Closed	TTR Missed: No	0.00
INC000000626276	Carson Howell	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	GOED	Low Closed	TTR Missed: No	0.00
INC000000626486	Roxanne Graham	None	None	None	TIR Missed: No	0.20
	Capitol Desktop Support	Chad Poll	GOED	Low Closed	TTR Missed: No	0.20
INC000000627542	Fred Lange	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	GOED	Low Resolved	TTR Missed: No	0.00
INC000000628121	Chad Davis	None	None	None	TIR Missed: No	0.13
	Capitol Desktop Support	Scott Wunderlich	GOED	Low Resolved	TTR Missed: No	4.92
INC000000628137	Joanne Meng	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	GOED	Low Resolved	TTR Missed: No	0.00
INC000000628310	Robbin Williams	None	None	None	TIR Missed: No	0.29
	Application Services	Paul Lundell	GOED	Low Resolved	TTR Missed: No	0.29
INC000000629866	Ben Dodds	Application	Error	Gmail	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	GOED	Low Resolved	TTR Missed: No	0.00